

Hearing the Customer Voice

Feedback from the BCHG Board May 2022

Key Board Decisions

- ✓ Annual Complaints Report
- ✓ Health & Safety Annual Report
- ✓ Safeguarding Annual Report

Details

Complaints

The Board were reminded that BCHG adopted the new Ombudsman Complaints Code last year and also completed a full review of the Complaints Policy. This was well publicised and the number of complaints received last year increased.

A total of 63 complaints were recorded, up from 34 the previous year. This increase is partially due to the change of definition of what is a complaint. Of the 63, 19 were attributed to Homeforce, 18 to the Assets team and generally about the performance of BCHG's gas contractor, and 26 were attributed to the Operations team. The Housing Ombudsman Service were involved in 3 complaints.

There were three key themes from the complaints and BCHG has learnt from these and made changes to the services as a result.

- Gas Contractor – Poor performance of this contractor was the subject of many complaints and BCHG appointed a new contractor for this service that started in April 2022.
- Attitude and Conduct – Noted for both staff and contractors in some complaints made. A whole new suite of training has been delivered through the year.
- Communication – The Head of Customer Voice now oversees all complaints made and monitors response times to ensure that agreed timescales are adhered to.

There is further work to be done on this current year and BCHG will be responding to new Housing Ombudsman guidance and the Complaints Policy will be updated as needed. Awareness raising amongst tenants and staff on the Complaints Policy will be ongoing and there will be more learning and change made as tenants tell us what makes them unhappy.

IFF completed a number of independent surveys on BCHG's complaint handling:

62.5% indicated satisfaction in the way their complaint was handled, which compares favourably when benchmarked to two other landlords with their average score being 36.51%

75% were satisfied with the outcome of their complaints, again favourable when benchmarked with the average being 48.4%

Our aim is to improve on these satisfaction statistics.

Health & Safety

BCHG continues to work hard to ensure the safety of its customers and its colleagues. Compliance of the Government's Decent Homes Standard has been met 100% and has completed a stock condition survey on 18,852 of its properties over the past three years.

100% of all fire safety inspections were completed in the year.

Gas safety inspections and repairs where possible and achieved 99.56% compliance with Gas Regulations. Some access issues hindered inspections.

Electrical safety achieved 99.74%. Five units were overdue for a valid certificate and these were due to major works being carried out in communal areas and access issues for other properties.

BCHG also completed inspections for legionella, asbestos and lifting equipment where in use.

Accident reporting from staff increased in the year as colleagues returned to working at normally after the pandemic. All accidents, near misses and incidents are reviewed by BCHG's Health & Safety Panel. There is a full programme of staff training taking place on all aspects of Health & Safety. The Board have also received training.

BCHG has changed its Health & Safety advisor from Citation to HQN.

Safeguarding

The Board were informed that BCHG's Safeguarding Policy was reviewed with no changes made as it is influenced by the wider West Midlands safeguarding Policy. Regular training has taken place for staff and at an appropriate level depending on their role at BCHG.

In the past year 75 Safeguarding reports were made compared to 97 the previous year. These are typically raised where abuse is seen or suspected for a range of types including financial, neglect, self-neglect, mental health and hoarding.

BCHG's Safeguarding Panel meets to review incidents reported, look for trends, develop and embed good practice and to ensure that Safeguarding is improving services. A number of lessons learnt have been informed change through the year.

Customer View

The RSVP have been involved in the design of the Complaints Policy and the complaints and compliments process. BCHG uses complaints to hear the voice of its customers and to make services better where it can.

Extensive consultation took place at two schemes in the year providing continued assurance on fire safety measures and reported noise issues.

General Feedback

The Board received updates on current risks, including the economic environment, the disposal of the Group's residential care business and compliance with the Regulator's Standards.